

Jhovie Louise I.

Bautista

Customer Support Virtual Assistant



## PROFILE

Hi! My name is Jhovie Louise I. Bautista. 28 years old. I am an experienced Customer Service Specialist and a certified Virtual Assistant. I always make sure that I put my heart into whatever I am doing.

## CONTACT

☎ 09360544455

✉ [jhovioulouiseibautista@gmail.com](mailto:jhovioulouiseibautista@gmail.com)

🌐 [jlib-csva.weebly.com](http://jlib-csva.weebly.com)

🏠 Cavite, Philippines

## LANGUAGE

English Language

---

Filipino Language

---

## SKILLS

Chat and Email Support

---

Transcription

---

Data Entry

---

Social Media Management

---

Content Writing

---

Communication

---

## WORK EXPERIENCE

Teletech Philippines

(2017-2019))

*As Customer Service Specialist*

- Handled Australian Telco - Telstra billing
- Dealt with customers' complaints and provided permanent solutions
- Gave customers information about products and services.
- Up-sold products to provide customers' satisfaction

J-P English Corp.

(2019 - 2020)

*As Online English Teacher*

- Delivered lessons to improve students' reading and conversing skills.
- Tailored teaching style in accordance with students' needs.
- Provided English lessons to Japanese Professionals and kids

Days Hotel Tagaytay

(2017)

*As Sales Account Executive*

- Managed key accounts.
- Resolved problems and handled complaints in a timely manner.
- Competed with other hotels in Philippine Government Electronic Procurement System bidding.

## EDUCATION/CERTIFICATION

Surge Academy

(2022)

Certified as Virtual Assistant

Cavite State University

(2012 - 2017)

Graduated with a bachelor's degree in Journalism